GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2129
ANSWERED ON:16.03.2005
FREQUENCY OF BSNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the cellular services being provided by the BSNL are not upto the mark;

(b) if so, the facts thereof ;

(c) whether the frequency of BSNL is very low and the roaming systems also fails frequently;

(d) if so, the reasons therefor; and

(e) the remedial steps taken by the Union Government to provide better and more reliable services to the consumers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Telecom Regulatory Authority of India (TRAI) is inter-alia mandated for monitoring of Quality of Service(QoS) provided by the Telecom Service Providers including Cellular Mobile Telephone Service Providers. Bharat Sanchar Nigam Ltd. (BSNL), in general, is meeting the QoS parameters set by TRAI. However congestion in network has been observed in some service areas due to limitation in network capacity.

(c) & (d) The frequency of BSNL cellular services is appropriate and roaming system is working satisfactorily.

(e) BSNL has taken action to augment its network capacity by 12 million lines in the year 2005 to ensure good QoS and to meet overwhelming demand of the customers. Further, mobile network is being optimised for its performance continuously and monitoring of network has been strengthened by BSNL to ensure better and more reliable services to its customers as per QoS parameters prescribed by TRAI.